

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: Buffet Host/Hostess

POSITION NUMBER: TGO-216-06

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred.
- * If applicant does not meet education requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.

SKILLS:

- ☐ Must have good grooming habits and manners.
- ☐ Must have excellent communication skills for dealing with guests and employees.
- ☐ Must be able to follow specific instructions.
- ☐ Must have basic math skills. (**Test Required**)

EXPERIENCE:

- ☐ Minimum one (1) year experience working with the public utilizing guest relation skills.
- ☐ Minimum six (6) months experience working in food service.

OTHER REQUIREMENTS:

- ☐ Must be 18 years of age or older. (**Attach documentation with application**)
- ☐ Must be able to obtain and hold a Food Handler's card within 60 days from date of hire.
- ☐ Must be flexible to work within all venues in a similar position.
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work both Casino sites, the "New" Tulalip Casino and the Quil Ceda Creek Casino.
- ☐ Must be able to work any shift assigned to included days, swing, grave, weekends, and/or holidays.
- ☐ Must be able to obtain a Class II certification, and be licensed, with the Tulalip Tribal Gaming Agency.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Must be able to stand and/or walk for prolonged periods of time.
- ☐ Ability to lift objects weighing up to 40 lbs. on a frequent basis.
- ☐ Tolerance to be exposed to a smoke filled environment.
- ☐ Manual finger dexterity to operate POS system.
- ☐ Tolerance to be exposed to cleaning solvents and detergents.

Tribal Department: Food & Beverage

Employee Classification: Non-exempt

Job Summary: Helps to ensure customer service and satisfaction by providing quality and timely accommodations for all Buffet guests and Casino patrons. Greets and thanks guests for dining in the Buffet in a professional and friendly manner. Responsible for cash handling and maintaining wait line. Assists team members as needed.

Employee Reports To: Buffet Lead FOH or designee

Extent of Job Authority: Works with Supervisor, Dining Consultant, and Bus Person to ensure proper dining room procedures and standards are being followed.

Specific Duties Performed:

1. Welcomes and seats guests in a friendly and timely manner.
2. Manages wait line.
3. Properly seats guests following the assigned rotation of sections to ensure guest satisfaction.

4. Upon seating informs guests their Dining Consultants name.
5. Inform guests of all services available in the Buffet.
6. Adheres to proper phone etiquette as directed by Supervisor or Manager.
7. Maintains specific directions, at the Host/Hostess stand, to the casino and restaurants at all times.
8. Ensures Host/Hostess stand, floors, and work areas are kept clean and presentable at all times.
9. Maintains proper inventory of Host/Hostess supplies.
10. Maintains issued bank, handling cash, and closing out checks.
11. Completes a daily calculation of all receipts, cash, and maintains proper paperwork.
12. Understands and executes proper Sequence of Service.
13. Studies and learns menu items and preparations.
14. Performs the duties of food runner as needed.
15. Familiar with all health and safety practices and procedures, including HACCP standards.
16. Assists team members as needed to promote positive teamwork environment.
17. Performs all side work duties as assigned or requested by Supervisor.
18. Performs all other duties deemed necessary or requested by Lead or Supervisor.

Terms of Employment: This is a Regular Full-time position requiring 40 hours per week, or 2080 hours per year.

Pay Rate: \$9.93 per hour

Opening Date: August 9,2006

Closing Date: Until filled

**Please return your completed application and required documents to the Tulalip Casino
Receptionist by the closing date and time.**